

Monroe County
Department of Human Resources
Strategic Framework

Vision

Monroe County is a community of choice that is economically prosperous, healthy, safe and fun. We attract employers, skilled workers and visitors because **our community** offers:

- Stable property taxes
- Safe, secure neighborhoods
- A wide range of recreational and cultural activities
- Collaboration among the County's municipalities to create a sound governmental infrastructure
- Quality housing at affordable prices
- Access to superior health care systems
- Outstanding educational opportunities through a wide variety of institutions of higher learning

These factors make Monroe County a community where our children and grandchildren want to stay and raise their families.

Mission

Human Resources is a department of County government that provides services including employee and retiree benefits, labor relations, payroll, employee relations, training, employee safety, recruitment, affirmative action and civil service administration for all County departments to assist in the recruitment and retention of a productive work force. In addition, we provide Civil Service administration to other County jurisdictions and the public.

Customers

Key Result Areas

Key Result Measures

County Administration
Employees (present & former)
General Public
Human Resource Staff
Other Departments
Other Jurisdictions

Customer Satisfaction

Customers are satisfied with our services, initiatives and activities.

Customer Satisfaction

Obtain and review customer feedback for improvements of our programs, initiatives and service

Quality Services

We provide services that are accurate, valuable, and delivered in a timely fashion by a team which communicates effectively with our customers.

Quality Services

Measure processes and procedures for more efficient and effective service delivery.

Productive Workforce

We attract, develop and retain a diverse team of Human Resource employees who efficiently meet or exceed customer expectations.

Productive Workforce

Determine internal and external customer expectations to ensure that needs are met or exceeded.

Fiscal Responsibility

We continually assess the services required by our customers to ensure that our services are being delivered in a cost-effective manner.

Fiscal Responsibility

Opportunities for county employees and retirees to maximize their county benefits. Non-employee access to county Human Resource information.

Quality Principles

Customer Focus

Leadership

Teamwork

Analytical Approach

Continuous Improvement